

# Technology Services Incidents Report

3/1/2010 to 3/31/2010 as of 4/1/2010

AGRC

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met		
				High	Low	Total
Capitol Desktop Support	_No Tier 2	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Application	Reporting	Novell GroupWise	0 0	2 0	2 0
			Total	0 0	2 0	2 0
		Total		0 0	2 0	2 0
	PC/Laptop	Hardware	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Performance	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0

				High	Low	Total
Capitol Desktop Hosting	PC/Laptop	Total		0 0	2 0	2 0
	Total			0 0	5 0	5 0
Capitol Hosting	_No Tier 2	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Metro C Hosting	Server	Error	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Total				1 0	6 0	7 0

# Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents			
				Bottom Number - Missed Initial Response			
				High	Low	Total	
Capitol Desktop Support	_No Tier 2	None	None	0	1	1	
				0	0	0	
		Total	0	1	1		
			0	0	0	0	
		Total		0	1	1	
				0	0	0	
	Application	Reporting	Novell GroupWise	0	2	2	
				0	0	0	
		Total	0	2	2		
			0	0	0	0	
		Total		0	2	2	
				0	0	0	
	PC/Laptop	Hardware	None	0	1	1	
				0	0	0	
		Total	0	1	1		
			0	0	0	0	
		Performance	None	0	1	1	
				0	1	1	
		Total	0	1	1		
			0	1	1	1	
		Total		0	2	2	
				0	1	1	
	Total				0	5	5
					0	1	1

				High	Low	Total
Capitol Hosting	_No Tier 2	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total		0 0	1 0	1 0	
Metro C Hosting	Server	Error	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total		1 0	0 0	1 0	
Total				1 0	6 1	7 1

# Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes. Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents		
				Bottom Number -Average time in hours		
				High	Low	Total
Capitol Desktop Support	_No Tier 2	None	None	0 0.00	1 0.02	1 0.02
			Total	0 0.00	1 0.02	1 0.02
		Total		0 0.00	1 0.02	1 0.02
	Application	Reporting	Novell GroupWise	0 0.00	2 0.26	2 0.26
			Total	0 0.00	2 0.26	2 0.26
		Total		0 0.00	2 0.26	2 0.26
	PC/Laptop	Hardware	None	0 0.00	1 0.01	1 0.01
			Total	0 0.00	1 0.01	1 0.01
		Performance	None	0 0.00	1 1.10	1 1.10
			Total	0 0.00	1 1.10	1 1.10
		Total		0 0.00	2 0.56	2 0.56
	Total			0 0.00	5 0.33	5 0.33

				High	Low	Total
Capitol Hosting	_No Tier 2	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	1 0.00	1 0.00
	Total			0 0.00	1 0.00	1 0.00
Metro C Hosting	Server	Error	None	1 0.21	0 0.00	1 0.21
			Total	1 0.21	0 0.00	1 0.21
		Total		1 0.21	0 0.00	1 0.21
	Total			1 0.21	0 0.00	1 0.21
Total				1 0.21	6 0.28	7 0.27

# Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution		
				High	Low	Total
Capitol Desktop Support	_No Tier 2	None	None	0	1	1
				0	0	0
		Total		0	1	1
				0	0	0
	Total			0	1	1
				0	0	0
	Application	Reporting	Novell	0	2	2
			GroupWise	0	1	1
		Total		0	2	2
				0	1	1
	Total			0	2	2
				0	1	1
	PC/Laptop	Hardware	None	0	1	1
				0	0	0
		Total		0	1	1
				0	0	0
		Performance	None	0	1	1
				0	1	1
		Total		0	1	1
				0	1	1
	Total			0	2	2
				0	1	1
	Total			0	5	5
				0	2	2
Capitol Hosting	_No Tier 2	None	None	0	1	1
				0	0	0

				High	Low	Total
Capitol Hosting	_No Tier 2	None	Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Total			0 0	1 0	1 0
Metro C Hosting	Server	Error	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
	Total			1 0	6 2	7 2



# Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents		
				Bottom Number - Average time in hours		
				High	Low	Total
Capitol Desktop Support	_No Tier 2	None	None	0 0.00	1 0.04	1 0.04
			Total	0 0.00	1 0.04	1 0.04
		Total		0 0.00	1 0.04	1 0.04
	Application	Reporting	Novell GroupWise	0 0.00	2 4.28	2 4.28
			Total	0 0.00	2 4.28	2 4.28
		Total		0 0.00	2 4.28	2 4.28
	PC/Laptop	Hardware	None	0 0.00	1 2.46	1 2.46
			Total	0 0.00	1 2.46	1 2.46
		Performance	None	0 0.00	1 9.56	1 9.56
			Total	0 0.00	1 9.56	1 9.56
		Total		0 0.00	2 6.01	2 6.01
	Total			0 0.00	5 4.13	5 4.13

				High	Low	Total
Capitol Hosting	_No Tier 2	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	1 0.00	1 0.00
	Total			0 0.00	1 0.00	1 0.00
Metro C Hosting	Server	Error	None	1 0.21	0 0.00	1 0.21
			Total	1 0.21	0 0.00	1 0.21
		Total		1 0.21	0 0.00	1 0.21
	Total			1 0.21	0 0.00	1 0.21
Total				1 0.21	6 3.44	7 2.98

INC000000096739	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.00
Capitol Hosting	AGRC	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000103178	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support	AGRC	Low	Resolved		TTR Missed:	No	TTR:	0.04
<b>Application</b>								
INC000000101439	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.07
Capitol Desktop Support	AGRC	Low	Resolved		TTR Missed:	Yes	TTR:	8.11
INC000000102913	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.46
Capitol Desktop Support	AGRC	Low	Resolved		TTR Missed:	No	TTR:	0.46
<b>PC/Laptop</b>								
INC000000091616	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	1.10
Capitol Desktop Support	AGRC	Low	Closed		TTR Missed:	Yes	TTR:	9.56
INC000000100064	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.01
Capitol Desktop Support	AGRC	Low	Resolved		TTR Missed:	No	TTR:	2.46
<b>Server</b>								
INC000000089906	Server	Error	None		TIR Missed:	No	TIR:	0.21
Metro C Hosting	AGRC	High	Closed		TTR Missed:	No	TTR:	0.21